

**Maidstone and Tunbridge Wells**



NHS Trust

Ref: FOI/CAD/ID 3834

**Please reply to:**  
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Trust Management  
Service Centre  
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**Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Security.

- i) Who provides security at each of your hospital sites? Where security is supplied by multiple providers please breakdown this provision.*
- ii) How many complaints have been made to the trust in regards to hospital security guards in 2016?*
- iii) For each complaint, please give a short description of the details (where available) and identify which security provider the security officer was employed by.*
- iv) The number of times security guards have been used to restrain patients from January 2016 to the latest available figures? And the departments where the restraint took place?*
- v) Does the trust use security personnel to restrain patients with mental health problems or patients with dementia?*

i) Interserve FM

ii) 1

iii) Patient alleged security officer was rude regarding a car park matter

iv) Data only collated from April 2016. Locations not provided.

Month	Amount
April 2016	1
May 2016	1
June 2016	5
July 2016	1
August 2016	2
September 2016	0
October 2016	6
November 2016	0
December 2016	2

v) Yes, only as a last resort and under clinical supervision.